

AMENDMENTS

In the Claims

1. (Original) A system for automated freight claim management of freight deliveries, the system comprising:
 - a customer interface operable to accept delivery reports from customers;
 - a freight claim engine operable to automatically process the delivery reports to identify freight claims; and
 - a logistics service provider interface operable to communicate freight claims to the logistics service provider and to receive logistics service provider responses; wherein the freight claim engine is further operable to process logistics service provider responses to resolve freight claims.
2. (Original) The system of Claim 1 wherein the freight claim engine is further operable to resolve freight claims by automatically generating a re-delivery order for logistics service provider responses of lost freight.
3. (Original) The system of Claim 2 further comprising a response time engine interfaced with the freight claim engine and operable to assign a response of lost freight to a freight claim if the logistics service provider fails to respond to the freight claim in a predetermined time.
4. (Original) The system of Claim 2 wherein the freight claim engine is further operable to resolve freight claims by automatically precluding a re-delivery order for logistics service provider responses of found freight.
5. (Original) The system of Claim 2 further comprising an accounting engine interfaced with the freight claims engine and operable to track payment balances to the logistics service provider based on the identified freight claims and the logistics service provider responses.

6. (Currently Amended) The system of Claim 5 wherein the logistics service provider interface comprises an Electronic Data Interchange (EDI) communications interface.

7. (Original) The system of Claim 1 wherein the deliveries comprise built to order products.

8. (Original) The system of Claim 7 wherein the built to order products comprise information handling systems.

9. (Original) The system of Claim 8 further comprising an information handling system order validation engine associated with the freight claims engine and operable to compare information associated with freight claims with one or more required information fields to identify and intercept deficient freight claims from communication to the logistics service provider.

10. (Original) The system of Claim 9 wherein the freight claims engine generates re-delivery orders for deficient freight claims.

11. (Original) A method for automated freight claims management of freight deliveries, the method comprising:

receiving delivery reports from customers;
identifying delivery reports as freight claims by one or more predetermined factors;
automatically communicating freight claims to a logistics service provider associated with the freight deliveries;
receiving responses to the freight claims from the logistics service provider; and
automatically resolving the freight claims according to the logistics service provider responses.

12. (Original) The method of Claim 11 wherein the deliveries comprise information handling systems.

13. (Original) The method of Claim 12 wherein automatically resolving the freight claims further comprises:

automatically initiating re-delivery of an information handling system identified as lost by a logistics service provider response; and

automatically precluding re-delivery of an information handling system identified as found by a logistics service provider.

14. (Original) The method of Claim 13 further comprising:

tracking response times between freight claim communications to logistics service providers and logistics service provider responses; and

assigning a logistics service provider response of lost if a predetermined response time lapses.

15. (Original) The method of Claim 13 further comprising:

validating freight claim information before sending freight claims to the logistics service provider; and

initiating re-delivery of information handling systems associated with an invalid freight claim.

16. (Original) The method of Claim 13 further comprising:

tracking payment balance based on the identified freight claims and the logistics service provider responses; and

communicating the payment balances to a financial institution associate with payments to the logistics service provider for the deliveries.

17. (Currently Amended) The method of Claim 16 wherein communicating freight claims and balances further comprises sending Electronic Data Interehage Interchange (EDI) messages.

18. (Original) A method for manufacturer management of freight claims associated with delivery of build to order products by a logistics service provider, the method comprising:

accepting orders from plural customers for products to be built to a customer-ordered configuration;

building the products;

providing the products to a logistics service provider for delivery of each product to a location associated with a customer;

receiving freight claims from customers for failure of the logistics service provider to deliver products;

automatically communicating the freight claims to the logistics service provider;

receiving responses of the logistics service provider to freight claims;

automatically re-building the products associated with a response of lost or damaged; and

precluding the re-building of products associated with a response of found.

19. (Original) The method of Claim 18 further comprising:
validating that the location associated with freight claims matches the location provided to the logistics service provider for the products.

20. (Original) The method of Claim 18 wherein the products comprise information handling systems.